

2020 PROGRAM MANUAL

SCORE Program

El Paso Electric Company

TABLE OF CONTENTS

PROGRAM OVERVIEW 4

 PROGRAM OBJECTIVES..... 4

PROGRAM ELIGIBILITY 5

PROGRAM ROLES & RESPONSIBILITIES..... 5

 PROGRAM SPONSOR 5

 PROGRAM IMPLEMENTER..... 5

 PROGRAM PARTICIPANT 6

INCENTIVES..... 6

 NON-CASH INCENTIVES 6

 CASH INCENTIVES 7

 INCENTIVE BASIS..... 7

 INCENTIVE RESERVATION 8

 INCENTIVE PAYMENT..... 9

 FUNDING LIMITATIONS 9

PROJECT ELIGIBILITY 10

 PROJECT DEFINITIONS & REQUIREMENTS..... 10

 ELIGIBLE MEASURES 11

PROJECT APPLICATION PROCESS..... 12

 PROGRAM ENROLLMENT/CONTACTS 16

DISCLAIMERS 17

DEFINITIONS 19

FREQUENTLY ASKED QUESTIONS (FAQs)..... 20

PROGRAM OVERVIEW

PROGRAM OBJECTIVES

The SCORE Program (Program) is a market transformation program offered to public K-12, higher education and local government customers within El Paso Electric's Texas service territory and to those who pay into the Energy Efficiency Cost Recovery Factor (EECRF).

The Program and all associated services are available to participants at NO COST.

Program Objectives include:

- Encourage delivery of energy efficiency products and services to the target market segment(s).
- Transform these markets over time by addressing specific barriers that hinder adoption of energy efficient technologies and practices.
- Provide a suite of educational and supporting services to facilitate the implementation of energy efficiency projects.

The Program seeks to accomplish these objectives through a variety of services. First, the Program helps senior managers and facility supervisors operate their buildings more efficiently by understanding the technical and financial benefits of investing in energy efficiency and developing a plan to make energy efficiency improvements. Customers enrolling in the Program, referred to as Participants, receive technical and energy management assistance to help them make decisions about cost effective investments in facility energy efficiency. Participants also receive direct cash incentives for completed energy efficiency projects.

Other program services may include: benchmarking of current energy use, creation of an energy master plan, identification and evaluation of opportunities for energy efficiency measures, and communications support. The Program works with Participants to determine the most appropriate set of services to address both immediate and long-term needs.

Although the Program does provide technology recommendations, it does not require specific technologies or end uses. This provides a framework through which Participants can receive incentives for implementing and installing a wide range of measures at their sites.

El Paso Electric (EPE) is the Program Sponsor and CLEAResult is the Program Implementer. The roles and responsibilities of each are defined in the "Program Roles & Responsibilities" section below.

NOTES

EPE will not directly market energy efficiency-related products or services to its customers. Entering into an agreement with EPE does not imply EPE's endorsement or approval of any specific product or service. EPE makes no representation of the benefits of any specific technology or energy efficiency measure eligible for incentives under this Program. The selection of an energy efficiency measure is at the discretion of the individual customer.

PROGRAM ELIGIBILITY

The 2020 SCORE Program is currently being offered to public K-12, higher education and local government customers within EPE's Texas service territory and to those who pay into the EECRF.

A Customer is defined by a single Tax ID number. Multiple locations of one organization are thereby considered a single customer, regardless of how many EPE account numbers they may have. For a specific facility to be eligible for financial incentives in the Program, the facility must receive electric service from EPE, be located in EPE's Texas service territory, and pay into the Energy Efficiency Cost Recovery Factor (EECRF) that is line itemed on customer's EPE electric bill.

To participate in the 2020 SCORE Program, please see the "Program Enrollment/Contacts" section at the end of this manual.

PROGRAM ROLES & RESPONSIBILITIES

PROGRAM SPONSOR

EPE is responsible for:

- Conducting and/or assigning formal on-site pre- and post-installation inspections of eligible projects
- Approval of project peak demand (kW), energy savings (kWh) savings and incentive amounts
- Authorizing and issuing incentive payments for completed projects
- Oversight of the Program Implementer

PROGRAM IMPLEMENTER

CLEAResult was selected by EPE to serve as the Program Implementer for the 2020 SCORE Program. CLEAResult is responsible for:

- Conducting outreach to potential Participants
- Approving Participant eligibility and enrollment
- Determining potential peak demand reduction (kW), energy savings (kWh), and monetary incentives to reserve
- Reviewing and approving Energy Efficiency Measures, Project Application Forms and Project Submittals
- Making recommendations for higher efficient, or more efficient, measures and options
- Conducting pre- and post-inspections of projects
- Providing some, or all, of the following services depending on Participant's needs, as determined by EPE and CLEAResult: education, training, energy performance benchmarking, energy master planning, technical assistance, and PR/communications support.

PROGRAM PARTICIPANT

Program Participants agree to commit to the following Program requirements:

- Commit to the terms of the Program Letter of Intent (LOI). See “Program Enrollment/Contacts” section for additional details.
- Submit Project Application Forms, Product Specifications, Product/Project Invoices, Photographs (date & time stamped) and any other supportive documentation required to qualify energy efficiency measures within a project and to enable the award of incentives
- Exert best efforts to approve, fund, and complete the installation of cost-effective energy efficiency projects identified through the program by November 30th
- Notify and schedule post-inspections with CLEAResult when projects are completed
- Provide access to project facilities and ample lead time, before and after project completion, for inspection of the baseline and post-retrofit condition. New construction projects do not require any inspections prior to project completion.

NOTES

EPE will not reimburse Participants for any costs it may incur by participating in the Program. EPE strives to achieve a diversified participant and measure mix within its program portfolio. The Program reserves the right to distribute funds based on Program funding and cost effectiveness constraints. Financial incentives for demand savings are paid to Participants upon verification and approval of completed energy efficiency projects.

INCENTIVES

There are several Program incentives available to Participants to assist with identification, evaluation, and implementation of eligible energy efficiency projects. Program incentives include a mix of cash and non-cash incentives. CLEAResult will collaborate with enrolled Participants to determine the appropriate non-cash incentives to provide while assisting with identification and development of projects that may be eligible for cash incentives.

NON-CASH INCENTIVES

TECHNICAL ASSISTANCE & PROJECT IDENTIFICATION – The Program provides technical support to help Participants identify, evaluate and qualify energy efficiency opportunities. The Program can assist in selection and identification of qualifying energy efficiency measures for new construction, renovation, and retrofit designs, specifications or projects. The Program may also educate senior decision makers in identifying project financing options when funding sources may not be available.

COMMUNICATIONS & PUBLIC RELATIONS SUPPORT – The Program may provide press releases and other communications support to inform the community about steps EPE's public school, higher education and local government Customers are taking to improve energy performance of facilities, to reduce operating costs, to use budget dollars more efficiently and to be good stewards of the environment.

ENERGY PERFORMANCE BENCHMARKING – The Program performs annual benchmarking of selected Participant facilities' energy use with the U.S. EPA's ENERGY STAR® Portfolio Manager® tool. Portfolio Manager provides a similar building and region comparative 0-100 scaled rating for energy performance, with higher scores indicating better efficiency. Other benchmarking metrics are also provided, such as cost per student/employee, cost per square foot, etc. Past facilities' benchmarked energy performance may be compared to current energy performance to help Participants gauge the progress and success of their energy efficiency measure investments, policies and procedures. The selection of Participants for the Program's annual energy performance benchmarking is at the discretion of EPE.

ENERGY MASTER PLANNING – The Program provides an Energy Master Plan (EMP) workshop to Participants selected for Energy Performance Benchmarking. The EMP workshop provides a review of the Energy Performance Benchmarking report as well as guidance to assist Participants' key decision makers in developing, or improving, an organizational EMP. EMPs can help organizations overcome entrenched institutional barriers to becoming more energy efficient by replacing policies and procedures with ones that include energy efficiency targets, goals and practices (e.g., specifying minimum levels of energy performance within bid specifications) and that eliminate counterproductive practices (e.g., installing lowest cost, less efficient systems).

CASH INCENTIVES

The Program provides financial incentives based on reductions in peak electric demand resulting from the implementation of eligible energy efficiency projects at a Participant's facility. For more information on what defines a project, including a list of eligible measures, please see the "Project Eligibility" section.

These cash incentives help the Participant to "buy down" the incremental cost of purchasing more energy-efficient equipment and encourage adoption of construction and maintenance practices which will reduce energy operating costs.

The incentive for eligible energy efficiency measures is \$240 per peak kW reduced (see "Funding Limitations" section for additional details).

INCENTIVE BASIS

Funding is available to pay incentives for public K-12, higher education, and local government facilities' eligible energy efficiency projects that are approved by the Program and result in a reduction of peak electric demand (kW).

Demand savings will be calculated on the maximum one-hour average reduction in demand on the utility system throughout the utility system's peak period. The summer peak period consists of the hours from 1 p.m. to 7 p.m. during the months of June through September, excluding weekends and Federal holidays. The winter peak period consists of the hours of 6 a.m. to 10 a.m. and 6 p.m. to 10 p.m. during the months of December through February, excluding weekends and Federal holidays.

Cash incentives received through the Program will be based on a project's reductions in peak electric demand, as determined pursuant to this Program Manual and the Texas Technical Reference Manual (TRM). Demand and energy savings will be calculated using one of three Measurement & Verification (M&V) approaches:

1. **Deemed or Stipulated Savings:** Deemed savings refer to a savings estimation approach that does not require short-term testing or long-term metering. Instead, demand and energy savings are stipulated based on evaluation data from past energy efficiency programs or other publicly available industry data. The data is used to make assumptions about typical operating characteristics, manufacturer's nameplate efficiency data, and types of equipment likely to be installed. The deemed savings M&V approach is appropriate for energy efficiency measures where savings are relatively certain, including lighting efficiency, window films, and some cooling equipment retrofits.
2. **Simplified Measurement and Verification (Simple M&V):** A simple M&V approach may involve short-term testing or simple long-term metering, but relies primarily on manufacturer's efficiency data and pre-set savings calculation formulas. Simplified methods can reduce the need for some field monitoring or performance testing. For example, chiller energy and demand savings can be determined using the simple approach by comparing rated efficiencies of high-efficiency equipment to standard equipment and using post-installation kW spot-metering and long-term kWh metering.

Project measures must meet project specific criteria to determine savings using a simplified M&V approach.

3. **Measured Savings or Full M&V:** Full M&V approaches estimate demand and energy savings using a higher level of rigor than the deemed or simplified M&V approaches through the application of end-use metering, billing regression analysis, or computer simulation. All measures that do not meet the criteria for a more simplified approach must follow full, industry-standard M&V procedures. All Full M&V methods should be developed in accordance with the current International Performance Measurement and Verification Protocol (IPMVP).

The savings methodologies described above differ in terms of detail and rigor and some are chosen based upon the predictability of equipment operation, availability of evaluation data from previous programs, and benefits of the chosen measurement and verification approach relative to its cost.

Please note that Participant may be responsible for the arrangement of and costs associated with M&V activities for a project if either Simple or Full M&V approaches are selected. These activities/costs may NOT be required for Participants for all projects, but may be justified for specific projects.

INCENTIVE RESERVATION

Cash incentives are subject to the availability of Program funds at the time the project has qualified for reservation.

Participant Reservation Process:

- Complete a Project Application Form detailing the scope and timelines for their energy efficiency projects
- Submit the Project Application Form with all necessary supporting project documentation to CLEAResult (see “Project Definition & Requirements” within the “Project Eligibility” section of this manual)
- CLEAResult will review submitted Project Application Forms and approve eligible projects on a project- by- project basis.

The initial incentive reservation amount may be adjusted during the program year, depending upon changes to a project’s estimated demand savings. CLEAResult will inform Participants of significant changes to a project’s reserved incentive amount. Should the adjusted incentive amount exceed the original amount reserved, EPE is not required to pay Participants the additional incentive amount if the Program is fully subscribed and additional Program funds are not available at the time of project completion. For more information, please see the “Funding Limitations” section below.

More detailed information about the Project Application process for reserving cash incentives from the Program is provided in the “Project Eligibility” section.

INCENTIVE PAYMENT

Any cash incentives received through the Program are paid directly to the Participant after the project is completed, a post-installation inspection is conducted, and demand savings are verified. Funds will be delivered upon the project’s completion, verification and approval. For projects that are utilizing either Simple or Full M&V savings methodologies, incentive payments will be made upon completion of all verification activities.

FUNDING LIMITATIONS

EPE strives to achieve a diversified Participant and measure mix within the Program portfolio. The Program reserves the right to distribute funds based on Program funding available and cost effectiveness constraints. Both cash and non-cash incentives offered through the Program are limited. It is possible that the Program budgets may not accommodate the number of projects submitted by Participants throughout a Program year.

Program incentive funds will be capped. Prior to June 30th, a 10% Program funding cap will be placed for each individual Participant. Due to Program fund limitations, Participants are encouraged to submit required project documentation to CLEAResult for qualification of measures and the determination of demand savings, energy savings and reservation of incentive funds by April 30th of the Program year. Program funds that may still be available after June 30th of the Program year will be released based upon the time Participant projects qualified for reservation, project cost effectiveness, participation levels, and Program measure mix. Program cash incentives must be less than 100% of the Participant’s project cost.

When incentive reservations meet or exceed the Program's budget for incentives, the Program is considered fully or over-subscribed. Project Applications that are submitted to the Program after the Program is fully subscribed will be added to a project wait list. Any Participant submitting projects that are unable to receive cash incentives in the current Program year due to over-subscription may choose to continue with their installation without incentives or delay the project and reapply for incentive funds during the next Program year when funds become available.

PROJECT ELIGIBILITY

PROJECT DEFINITIONS & REQUIREMENTS

A project, for Program purposes, is defined as one or more proposed peak demand saving measures at one (1) facility owned and/or operated by the Participant.

All measures must meet the following requirements:

- Must result in a measurable and verifiable electric demand reduction on the utility system throughout the utility system's peak periods defined as:
 - Summer Peak - the hours from 1 p.m. to 7 p.m. during the months of June, July, August, and September, excluding weekends and Federal holidays.
 - Winter Peak - the hours of 6 a.m. to 10 a.m. and 6 p.m. to 10 p.m. during the months of December, January, and February, excluding weekends and Federal holidays.
- Must produce electric demand savings through an increase in energy efficiency.
- Must be qualified and exceed minimum equipment efficiency standards as outlined in the Texas TRM applicable to the current Program year/measure.

Comprehensive projects which include a range of measure types at one facility are encouraged. Participants are encouraged to pursue multiple projects at various facilities.

ELIGIBLE MEASURES

The energy efficiency measures in the list below are measurable by deemed savings calculations and are eligible in the Program. Savings based on the deemed savings approach apply where no unusual conditions exist. Deemed savings measures require no short-term testing or long-term metering. Baseline specifications for retrofit and new construction projects can be found in the Texas TRM applicable to the current Program year/measure.

Eligible Deemed Savings Measures	
Lighting Efficiency	<ul style="list-style-type: none"> • Lamp and ballast replacements • High-intensity discharge (HID) fixture replacements • LED lighting
DX Air Cooled Equipment	<ul style="list-style-type: none"> • Unitary air conditioner • Unitary heat pumps
Water Chilling Equipment (Chillers)	<ul style="list-style-type: none"> • Screw – air cooled • Reciprocating – air cooled • Reciprocating – water cooled • Rotary/screw/scroll – water cooled • Centrifugal – water cooled
Building Envelope	<ul style="list-style-type: none"> • Energy Star Qualified Roofing • Window Treatment
Refrigeration	<ul style="list-style-type: none"> • Solid & Glass Door Reach-Ins • Electronic Defrost Controls • ECM Evaporator Fan Motors • Evaporator Fan Controls • Cooler Night Covers • Strip Curtains • Zero-Energy Doors • Door Heater Controls
ENERGY STAR® Measures	<ul style="list-style-type: none"> • Electric Convection Ovens • Electric Combination Ovens • ENERGY STAR® Dishwashers • ENERGY STAR® Steam Cookers • ENERGY STAR® Fryers • ENERGY STAR® Hot Food Cabinets • ENERGY STAR® Pool Pumps
Lighting & HVAC Controls	<ul style="list-style-type: none"> • VFDs on Air Handlers • Lighting Demand EAFs • Occupancy Controls (Lighting & HVAC) • HVAC Equipment Controls

*Other measures may be eligible if they provide measurable and verifiable peak demand savings but require submission and implementation of an M&V plan. Please refer to the previous section, "Incentives Basis", for further information preparing and implementing an M&V plan.

PROJECT APPLICATION PROCESS

Once a Participant has joined the Program by signing an LOI, they may begin submitting projects via a Project Application Form to apply for incentives. The purpose of the Project Application process is to identify eligible energy efficiency projects and allow CLEAResult the opportunity to make recommendations and quantify potential project incentives, demand and energy savings. There is no financial commitment required to apply for incentives in the Program.

The Participant is required to submit all relevant construction documents and submittals to determine potential incentives, demand and energy savings. CLEAResult will provide written approval of reserved projects on a project-by-project basis. Please note that multiple projects may be included on a single Project Application Form, however funds are limited and this does not guarantee funding for all listed projects. Multiple Project Application Forms may be submitted throughout the Program year as long as funding is available. Eligible projects must result in peak electric demand savings and have a completion date before November 30th of the Program year.

For more information on project eligibility, documentation requirements, and project protocols for retrofit and new construction projects, please refer to the **Design Guides**, which are available upon request.

Below is the Participant's step-by-step process by which a Participant may identify a renovation or new construction project opportunity and have it accepted into the Program and to reserve potential financial incentives. The potential cash incentive for a project is paid at the completion of this process:

- Project Identification
- Project Application Submission
- Pre-Installation Inspection (Retrofit Projects Only)
- Project Application Review & Incentive Reservation
- Project Installation
- Post-Installation Inspection
- Incentive Payment

PROJECT IDENTIFICATION

CLEAResult works with Participants to assist them with the evaluation of equipment, facilities and operations to identify eligible energy efficiency projects. Depending on the time of year, the Program may be fully subscribed. The Participant may choose to continue with their installation without incentives or delay the project and reapply for incentive funds during the next Program year when funds become available.

PROJECT APPLICATION SUBMISSION

- CLEAResult will coordinate with Participants to create and submit a Project Application Form.
- Submitted Project Application Forms must include the following:
 - Project scope to include potential measures (i.e. lighting, HVAC, roofing, etc.)

- Estimated project timelines (must be completed by November 30th of the Program year)
- Signature of Participant
- The purpose of the Project Application Form is to submit the proposed project into the Program and to formally apply for Program incentive dollars
- Multiple projects may be submitted through a single Project Application Form
- The Participant is responsible for following up with CLEAResult to confirm receipt of any submitted Project Application Forms
- The Project Application Form can be submitted:
 - Electronically (scan & email or fax):
epeincentives@CLEAResult.com
(866) 379-5583
 - Hard copies can be sent to the following addresses:
EPE SCORE Project Applications
Attn: **Delilah Spignardo**
5822 Cromo Dr. Ste. 201
El Paso, TX 79912

PRE-INSTALLATION INSPECTION

- For a retrofit project:
 - A pre-installation inspection must be performed by CLEAResult before any installation work can begin.
 - Participant will coordinate with CLEAResult to set up pre-installation inspection (allow up to four weeks).
 - CLEAResult will visit the project location(s) to visually confirm and document the existence and condition of the equipment to be replaced, including make, model and serial number where applicable.
 - The Participant will provide a knowledgeable representative to accompany CLEAResult on the pre-installation inspection.
- For a new construction project:
 - Participant must submit a full set of stamped construction drawings (A/M/E/P) and equipment specifications/submittals in electronic PDF file format to CLEAResult for review. These drawings and specifications are the supporting documentation for new construction projects.
 - Construction drawings shall be a minimum of 70% complete for review by CLEAResult
 - CLEAResult cannot reserve incentive funds without this complete set of drawings and equipment specifications/submittals for review.

PROJECT APPLICATION REVIEW & INCENTIVE RESERVATION

- CLEAResult will review each Project Application Form for completeness, accuracy and qualification of measures before approving projects listed on the Project Application Form.
- Estimated incentive funds in the Project Application Form are not officially reserved until CLEAResult approves the individual projects listed, on a project by project basis. Please note that a Participant's signature on the Project Application Form does not constitute a guarantee of funds or approved incentive reservation.
- If any corrections and/or modifications to the application are necessary, CLEAResult will inform the Participant.

Once approved, reserved incentive funds for a specific project are valid for 60 calendar days from the application approval date. Within the 60 days, the Participant must provide written documentation of project progress (e.g. Purchase Order, Invoice, Contractor Bid, RFP, Contract Award Letter, etc.) to maintain the project's reserved incentive funds. If project progress can not be substantiated within the 60 days, the reserved funds will be released for other projects applying to the Program.

Approval of a particular Project Application Form may be denied for a variety of reasons, including but not limited to:

- The form is incomplete
- The Participant fails to meet program eligibility requirements
- The Participant fails to submit the required supporting documentation
- The Participant is found to have made material misrepresentations in the form
- The Participant fails to comply with applicable federal, state and local laws and regulations

If approval of a Project Application Form is denied, CLEAResult will follow up with the Participant to request specific information or recommend specific steps to revise the Form. The Participant can submit the revised Project Application Form and CLEAResult will consider it for approval, based on the date of re-submission.

WAITLIST

In the event that all incentive funding has been reserved, additional Project Application Forms submitted will be placed on a waitlist by CLEAResult. If additional incentive funding becomes available, waitlisted projects will be approved based on project cost effectiveness, participation levels, and measure mix until the funding is fully reserved.

PROJECT INSTALLATION

- For **retrofit projects**, a Participant may proceed with project installation once the pre-installation inspection has been conducted.
- For **new construction projects**, a Participant may proceed with project installation once plans have been reviewed, equipment has been selected, and a Project Application Form has been submitted.

- During installation, or construction, the Participant must notify CLEAResult of any changes to the project scope, equipment selection, or timeline.
- Project Application Forms are approved under the condition that project installations will be completed by **November 30th** in the Program year of the submitted Project Application Form. Project installations not completed by **November 30th** of the Program year will forfeit the incentive funds that have been reserved for that project.
- Note: Project installations that are not completed by November 30th will be allowed to re-apply for incentive funds for the following Program year, provided the project is completed in the new Program year.

By no later than **June 30th** of the Program year, Participants with approved Project Application Forms must confirm with CLEAResult that they will complete their project installations by **November 30th** of the current funding year. **Participants that fail to meet this notice requirement risk forfeiting the incentive funds that have been reserved for that project.**

POST-INSTALLATION INSPECTION

- After project energy efficiency measures are installed, the Participant must:
 - Notify CLEAResult of the project's completion
 - Work with CLEAResult to confirm, and update if necessary, the supporting documentation:
 - Lighting: If quantity, fixture type, etc. differ from original Lighting Survey Form, update form accordingly
 - HVAC: If equipment type (SEER rating) differs from originally submitted information, update accordingly
 - Coordinate with CLEAResult to schedule a post-installation inspection to verify that the equipment has been installed as indicated. The Participant must provide a knowledgeable representative to accompany CLEAResult on the post-installation inspection, as well as provide any access equipment needed to verify installed measures (e.g. ladder for use in lighting inspections).

INCENTIVE PAYMENT

Using the results of the post-installation inspection, CLEAResult will:

- Verify the project's peak demand savings
- Verify the incentive amount for payment based on the peak demand savings
 - The Program is not under any obligation to pay additional incentives in excess of the the amount originally reserved on the Project Application Form.
 - The Program will not pay incentives greater than the total project invoice cost.
 - If greater savings are achieved than the amount reserved and budget is available, CLEAResult has the option to pay Participant additional incentives.
 - For additional details on how incentive payments are determined, scheduled and paid, please see the "Incentives" section of this Program Manual.

PROGRAM ENROLLMENT/CONTACTS

To enroll in the Program, potential Participants execute an LOI and submit it to CLEAResult. If an organization has participated in the Program previously, and information has not changed, participation is continued from year-to-year via an Evergreen LOI.

Electronic copies of the signed LOI may be submitted electronically to:

epeincentives@CLEAResult.com

(866) 379-5583

Hard copies of the signed LOI may be mailed to:

EPE SCORE

Attn: Delilah Spignardo

5822 Cromo Dr Suite 201

El Paso, TX 79912

For additional information about the Program, please contact the following SCORE representatives:

Don Johnson
Sr. Energy Efficiency Program Coordinator
El Paso Electric Company
PO Box 982
El Paso, TX 79960
(915) 351-4237
don.johnson@epelectric.com

Delilah Spignardo
Sr. Energy Efficiency Program Consultant
CLEAResult
5822 Cromo Dr Suite 201
El Paso, TX 79912
(915) 255-4286
delilah.spignardo@CLEAResult.com

DISCLAIMERS

CONFIDENTIALITY

The Program is subject to oversight by the Public Utility Commission of Texas (PUCT), which may request a copy of any Program materials received by CLEAResult or EPE. A Participant's sensitive company and project information submitted to the Program, such as financial statements and project costs, will be treated confidentially to the fullest extent possible and will not be provided directly to outside parties other than the PUCT. Neither CLEAResult nor EPE will be liable to any Participant or other party as a result of public disclosure of any submittals.

FALSE, MISLEADING OR INCORRECT INFORMATION

CLEAResult will discontinue its evaluation of all submittals from any Participant who submits false, misleading or incorrect information. If an evaluation is discontinued under these circumstances, CLEAResult will return all of the Participant's submittals.

DISCLAIMER OF WARRANTIES

Participant acknowledges and agrees that any review or inspection by EPE or CLEAResult of Participant's facilities/premises or of the design, construction, installation, operation or maintenance of the energy efficiency equipment installed or to be installed in connection with the Program is solely for the information of EPE. In performing any such inspection or review or in accepting the installed equipment for the award of incentives, Participant acknowledges and agrees that EPE or CLEAResult makes no guarantee, representation or warranty whatsoever as to the economic or technical feasibility, capability, safety or reliability of the equipment, its installation by a project Contractor or its compatibility with Participant's facilities.

PROGRAM IMPLEMENTER IS AN INDEPENDENT CONTRACTOR

CLEAResult is an independent Contractor and is not authorized to incur obligations on behalf of EPE. EPE is not responsible for the truth or validity of any representation not contained in the Program Manual or LOI.

FORMAL COMPLAINTS

Please contact EPE or CLEAResult with any Program participation issues or concerns:

Don Johnson
Sr. Energy Efficiency Program Coordinator
El Paso Electric Company
PO Box 982
El Paso, TX 79960
(915) 351-4237
don.johnson@epelectric.com

Delilah Spignardo
Sr. Energy Efficiency Program Consultant
CLEAResult
5822 Cromo Dr Suite 201
El Paso, TX 79912
(915) 255-4286
delilah.spignardo@CLEAResult.com

Formal complaints may also be submitted to the PUCT at any time by using the following:

Public Utility Commission of Texas
Office of Customer Protection
P.O. Box 13326
Austin, TX 78711-3326
phone: (512) 936-7120, or in Texas (toll-free) 1-888-782-8477
fax: (512) 936-7003
e-mail: customer@puc.state.tx.us
internet address: www.puc.state.tx.us
Relay Texas (toll-free) 1-800-735-2988

DEFINITIONS

Deemed Savings – a set of pre-determined, validated estimates of energy and peak demand savings attributable to energy efficiency measures in particular types of application that an electric utility may use instead of energy and peak demand savings determined through measurement and verification activities.

Demand Savings (kW) – peak demand savings that have been approved using one of the eligible measurement and verification protocols as set forth in this Program Manual.

Letter of Intent – non-binding agreement signed and submitted by a potential Participant, stating their intent to participate in the Program.

Peak demand – electrical demand at the times of highest annual demand on the utility's system.

Peak demand reduction – reduction in demand on the utility system throughout the utility system's peak period.

Peak periods – The Summer peak period consists of the hours from 1:00 p.m. to 7:00 p.m. during the months of June, July, August, and September, excluding weekends and Federal holidays. The Winter peak period consists of the hours of six a.m. to ten a.m. and six p.m. to ten p.m. during the months of December, January, and February, excluding weekends and Federal holidays.

Post-Installation Inspection – inspection performed after installation of new equipment. Post-installation inspection verifies actual installed measure(s) to verify resulting deemed or measured and verified demand and energy savings.

Pre-Installation Inspection – inspection performed prior to any replacement of existing equipment, device, or structural energy efficiency measures (windows, window film, roof coatings, etc). to validate and collect data on existing equipment and measures.

Project Application Form – A document completed by the Participant, which details the location, scope, and start/completion dates for each project that is being submitted. CLEARResult will review Project Application Forms, and will approve incentive reservations for projects, on a project by project basis.

Reserved Incentive Payment – contained in the Project Application Form (once approved by CLEARResult), this is the amount of incentives reserved in the Program budget for the reserved project(s).

FREQUENTLY ASKED QUESTIONS (FAQS)

1. What is the SCORE Program?

SCORE is an energy efficiency program designed to assist EPE's Texas public K-12, higher education and local government customers in its Texas service territory to reduce peak electric demand and annual energy usage by providing access to technical knowledge, energy assessments, and financial incentives to improve the efficiency of their buildings.

2. Who is eligible to participate in SCORE?

Please see the "Program Eligibility" section of this Program Manual for exact details. In general, SCORE is offered to public K-12, higher education, and local government customers of EPE who have facilities in Texas.

3. What does the Program cost?

The services provided by CLEAResult are of no charge to the Participant. The financial investment Participants make is for their own energy efficiency measures.

4. What incentives are available through the Program?

The SCORE Program offers both cash and non-cash incentives to Participants in order to assist with a specific Participant's needs. Financial incentives of \$240 per kW reduction may be available for qualified energy efficiency projects, dependent upon program funding at the time of Project Application Form submission. Other Program services, such as technical assistance and communications support, are also available according to Participants.

5. How does a Customer enroll in the Program?

An eligible Customer may participate in the Program by submitting a Letter of Intent (LOI) to CLEAResult. Please see the "Program Enrollment/Contacts" section for additional details.

6. Who decides what energy efficiency technologies to install and who installs them?

Participants decide what energy efficiency measures to implement and how they are implemented. The Program does NOT provide any installation of energy efficiency measures.

7. How are energy efficiency opportunities determined?

CLEAResult works with each Participant to assess energy efficiency opportunities in both existing facilities and with new construction projects, using a combination of facility walk-throughs, review of construction plans and submittals, energy performance benchmarking analysis, and staff interviews.